



DEPARTMENT OF ADMINISTRATIVE SERVICES Information Technology Manager 4

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Location: 55 Farmington Avenue, Hartford, CT

Job Posting No. 4031

Hours: 40 Hour Work Week

Salary: \$118,813 - \$162,003 (MP73)

Closing Date: May 26, 2015

Eligibility Requirement: State employees currently holding the above title or those who have previously attained permanent status may apply for a lateral transfer.

The Department of Administrative Services is seeking a results-oriented team player with demonstrated leadership, communication and interpersonal skills for an ITM 4 position to lead the Bureau of Enterprise Systems and Technology/Application Services Division in Hartford. This position reports to the Chief Information Officer.

Assignment responsibilities:

The Director of Application Services is a critical position within state government. Improvements in applications drive efficiency through our agencies and across the state. The Director maintains responsibility for custom developed and packaged applications across the state. Applications within this area of responsibility include BizNet - the state procurement portal, with over 300 different applications, Fleet Management, Collections Services, Core-CT, Construction Management, CT.Gov, Enterprise Licensing, Enterprise Content Management, and many other functions. This role requires both a high degree of management expertise, technical expertise and agency business acumen in order to be successful.

The Director builds and maintains relationships with state agency business leaders to manage service levels and enterprise improvement efforts.

There are 4 management direct reports of Manager 1 and Manager 2 levels

Required Skills:

- ☐ Enterprise Applications experience, accountable for customer satisfaction.
- ☐ Experience with the full range of IT services and products.
- ☐ Experience in information technology management.
- ☐ Administrative experience in planning, financial management, and management of staff.
- ☐ Experience in evaluating programs and thinking strategically about future directions for IT.
- ☐ Experience project management skills.
- ☐ Knowledge with analyzing and improving operational effectiveness.
- ☐ Knowledge with program analysis and strategic planning.
- ☐ Knowledge with managing multiple projects, including development and management of budget.
- ☐ Knowledge with managing the work of others, including leading and motivating managerial staff.
- ☐ Preparing and administering employee performance reviews
- ☐ Data driven decision making

Preferred skills:

- ☐ Ability to effectively provide verbal and written communication, interpersonal relationships, leadership and management principles and decision-making abilities.
- ☐ Customer Service Excellence.
- ☐ Experience working with multiple units and/or organizations.
- ☐ Public Sector experience in information technology design, setups, installation, implementation and maintenance.
- ☐ Experience with Business Process Analysis

KNOWLEDGE, SKILL AND ABILITY:

- ☐ Plan and Deploy for Business Results, which includes the ability to develop and implement business plans, IT plans, budget plans, and human resource plans in order to maximize budget allocations, technology, personnel and other resources to achieve agency and program goals.
- ☐ Lead Change, which includes innovation, the ability to be a creative problem solver and a strategic thinker, and the ability to recognize and develop opportunities to grow and develop information technology services in response to customers and a changing work environment
- ☐ Focus on Results and Quality, including exercising and promoting accountability, and the ability to analyze surveys, financial and other data, and use strategic planning and performance measurement techniques to continuously improve performance and maintain competitiveness
- ☐ Understand Customers and Markets, which includes the ability to establish customer satisfaction and loyalty, forecast and conduct market analyses, keep ahead of industry trends and incorporate "best practices" into information technology operations.
- ☐ Lead People, including the ability to resolve conflict, communicate effectively, coach and train employees, recognize performance, and foster diversity and teamwork.
- ☐ Build Coalitions, including the ability to explain and advocate facts and ideas in a convincing manner, to negotiate with individuals and groups internally and externally, to gain cooperation from others, and to identify the internal and external politics that impact the work of the organization.
- ☐ Business Knowledge, including knowledge of the technical, professional, procedural and legal requirements of the specific information technology area.

General Experience:

1. Ten (10) years of experience in computer or network operations, production control, systems development, information technology analysis and planning. One (1) year of the General Experience must have been in a managerial capacity. (Note: For State Employees, this is interpreted to be at the level of an Information Technology Manager 2).

Substitutions Allowed:

1. College training in computer science, management information systems or a closely related field may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one half (1/2) year of experience to a maximum of four (4) years for a Bachelor's Degree.

2. A Master's Degree in computer science, management information systems or a closely related field may be substituted for one (1) additional year of the General Experience.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, the last two service ratings and a State Application (HR-12) for Employment (this can be found at <http://www.das.state.ct.us/cr1.aspx?page=13>) to:

DEPARTMENT OF ADMINISTRATIVE SERVICES/BEST
55 Farmington Avenue
Hartford, CT 06105
Fax# (860) 622-2617
lorraine.vittner@ct.gov

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.